

- i. During the term of the contract, if there are pre-paid cards that the Contractor does not accept, a list of all restricted pre-paid cards will be submitted to the VDDHH Contract Administrator.
 - ii. The Contractor, at the request of the VDDHH Contract Administrator will provide written justification for excluding a prepaid, debit, or other phone card that they include on their list of unacceptable cards.
 - iii. In the event that the Contractor's explanation is not acceptable to the VDDHH Contract Administrator, the Contractor will be required to accept the card.
 - iv. The Contractor will submit within 15 days of contract award a list of all acceptable debit cards. The Contractor will provide an updated version of both the acceptable and unacceptable card lists quarterly to the VDDHH Contract Administrator.
- 4) The Contractor will provide callers with access to local and long distance directory assistance. Local directory assistance calls will be billed to end users by the local company (LEC) servicing the end user directly. Long distance directory assistance calls will be billed by AT&T at the same rate as non-relay calls.
- 5) Automatic Number Identification (ANI) technology will be utilized. When the relay call reaches the Relay Operator's workstation, the caller's ANI is automatically recorded on the Call Detail record within the system. In the remote instance ANI is not provided by the LEC on an incoming call, the Relay Operator will request the caller's number before the call is processed and explain why the information is being requested.
- 6) Access to Carrier of Choice –
 - a. The Contractor will provide access to the customer's choice of Inter-LATA (interstate) and Intra-LATA (intrastate) carriers though the Relay Service to the same extent such access is provided to standard telephone users in Virginia.

The Contractor is to submit their Carrier of Choice listing to the VDDHH Contract Administrator with 15 days of contract award and annually thereafter, for FCC certification purposes, unless there is an issue with the list.

- i. The Contractor has established methods to provide access to the caller's requested carrier. Virginia relay customers can designate their preferred carrier via a Relay Choice Profile, thereby automatically communicating this selection to the Relay Operator at the start of their call or they may directly request through the Relay Operator. Direct request for a carrier

of choice is to override the information in the Relay Choice Profile for the initial outbound call and consecutive outbound calls made in accordance with the inbound call. Carrier of Choice will not apply to outbound IP Relay calls unless there are new rules regarding IP issued by the FCC in the future.

- ii. The Contractor has or will contact all known IXC carriers operating in the Commonwealth via letter to encourage and promote participation in the Carrier of Choice Platform.
- b. The FCC TRS Order requires carriers to be accessible to Telecommunications Relay Service.
 - i. As stated in 6.a.i. above; the Contractor will contact via letter all known IXC carriers operating in the Commonwealth to encourage connection to the Carrier of Choice Program. The Contractor will work with VDDHH to identify all IXC carriers in the Commonwealth.
 - ii. Reporting Carriers Contacted - The Contractor will provide the following two reports to the VDDHH Contract Administrator, by March 1, 2004:
 - 1) List of all carriers contacted, the Point of Contact (POC) for the carrier, and the status of the carrier's availability/accessibility via Virginia Relay on a quarterly basis.
 - 2) A separate report is to indicate the carriers who refuse to comply along with a POC, which will be forwarded by the Department to the State Corporation Commission (SCC) and the FCC for facility-based carriers or non facility-based carriers.
- 7) 900 or Any "Pay-Per-Call" Access - The Contractor will provide the ability for text users to make outbound relay calls to "pay-per-call" services in their mode of choice.
- 8) 7-1-1 Calls – The Contractor will have all calls to 7-1-1 routed to the VaRelay Center except for Spanish call types.
 - a. The Interactive Voice Response (IVR) System will allow identification of Voice and TTY calls as early in the call setup process as possible allowing the most control to the user. The IVR will provide a voice message (e.g. "For relay press one") for the standard voice users. By responding to this initial message, the IVR will acknowledge that the user is a voice user and provide the appropriate IVR message that will allow him/her to control the flow of the relay call. This call control will include the ability to provide and enter the outbound number.

For non-voice users, by not responding to the initial voice prompt, they will receive an Interactive Data Response (IDR) system in ASCII, TurboCode® or Baudot protocol. The IDR is similar to the IVR in that the user will maintain control over the call setup and can provide the outbound number as well as specific call setup instructions to the relay operator.

- b. The Contractor will answer calls in the order in which they enter the system. There is to be no pre-determined answer sequence based on ANI, whether permanent or temporary, placed on the inbound line.
 - c. The Contractor will have User Preference Database information available to the relay operator at the time of connection with the inbound caller.
 - d. The Contractor may continue the use of their Interactive Voice Response (IVR) which has the approval of the Department. The IVR must remain consistent with current FCC answer rate standards. The current IVR supports answer metrics for 711 calls at parity with calls accessed through the traditional ten digit number.
 - e. Contractor should make every effort to provide a CAPTEL connection from the 7-1-1 answer method. As the Contractor is in "Good Faith" discussions with a leading service provider to supply the connection to CAPTEL, it is the intent of the Contractor and the Commonwealth to negotiate a definitive description and price for the outsourced service predicated on the service being in full compliance with FCC requirements (FCC Declaratory Ruling item 35, released August 1, 2003). The ability to connect to CAPTEL will be negotiated and modified into this contract during a subsequent renewal.
- 9) FCC Regulations - All current standards and regulations and any future standards implemented by the FCC relating to TRS adopted by the FCC or regulations codified by FCC are hereby incorporated by reference, as minimum standards required in the context of this Contract, whether or not said standards are specifically mentioned, named, or referred to in this Contract. The Commonwealth may negotiate with the Contractor in the event of FCC mandated changes in the provision of Relay services, which require an increase in price.

ATTACHMENT D
To
Contract VA-040201-AT&T

Facility Design & Access

- 1) Workspace Accommodations for Call Privacy and Confidentiality - The Contractor will ensure that the equipment and structural accommodations made to the operator workspace will ensure the total confidentiality of Relay user's calls, and prevent the Relay users on one call from overhearing a Relay operator processing another call. Such incidents will be considered a breach of confidentiality on the part of the Relay provider. The Contractor's design currently at the VaRelay Center demonstrates the effort undertaken to protect customer privacy. Relay Operator workstations are paired, with an acoustic wall separating the workstations for noise abatement. In the unlikely event customers communicate concerns regarding noise, lack of privacy or breach of confidentiality for calls, the Contractor will make workstation modifications to ensure sound and noise transfer does not occur again.

ATTACHMENT E
To
Contract VA-040201-AT&T

Minimum Relay Staffing Requirements

- 1) A minimum of 105 full-time Relay Operators are to be employed at the VaRelay Center at all times during the length of the contract period(s). The positions described in Items 2., 3., and 4. below are not be considered in this count.
- 2) The Contractor will supply, at a minimum:
 - a. Two full time Account Managers
 - i. Both account managers will have the ability to sign fluently to ensure full understanding and communication with deaf users, and possess an understanding of the issues relevant to TTY, hard of hearing, and senior citizen users.
 - ii. Account managers will have full access to communication while working for Virginia Relay.
 - iii. Both account managers will have the responsibility of working with the VDDHH Contract Administrator on all contract compliance issues and acting as points of contact (POC) between the VDDHH Contract Administrator and the Contractor.
 - iv. One account manager will serve as the VaRelay Center/location manager to interact with center staff and the Department to ensure proper staffing, processing of calls, contract compliance, technical requirements and daily operations of the VaRelay Center. This position is located at the Norton center.
 - v. The second account manager will work closely with, and under the direction of, the aforementioned VaRelay Center Manager and the VDDHH Contract Administrator to ensure accurate flow of information between the Virginia Relay, VDDHH, relay users, and the general public. This position will have an in-depth knowledge of the Contract requirements and will develop and implement a detailed, VDDHH-approved outreach plan to ensure information, education, and technical assistance are available to all user communities and the general public. The position will also generate public awareness and use of Virginia Relay and provide updates and reports to VDDHH staff and members of the Virginia Relay Advisory Council. This position will be located at the VDDHH main office in Richmond, Virginia.
 - b. CA Trainer
 - i. The Contractor will provide at least one full time Relay Operator trainer who has first-hand knowledge of the deaf,

hard of hearing, and senior citizen communities with the ability to sign.

- ii. The role of the trainer is to provide technical and cultural training to operators and staff on the step-by-step processing of all call types, standards of use of the TTY in the deaf community, and flow of communication between typed and spoken word. Any new trainers to enter the team will undergo an extensive "Train the Trainer" program to develop full knowledge of all technical, procedural and cultural aspects of relay services.
 - c. Human Resource (HR) Manager - The Contractor will designate a full-time Human Resource Manager dedicated to VaRelay for recruiting and staffing the VaRelay Center. The HR Manager will work closely with Center personnel and Contractor Relay Staff teams to ensure the VaRelay Center has a full complement of qualified relay operators at all times. The HR Manager will have first hand knowledge and experience of the disability community. The Contractors staffing efforts will include recruitment of qualified persons with disabilities.
- 4) Full Time Staff Position Responsibilities - The Contractor will ensure that the two (2) Account Managers, one (1) Relay Operator Trainer and the Human Resource Manager devote 100% of their time to VaRelay specific business. Time not devoted directly to VaRelay must be approved in advance by the VDDHH Contract Administrator, documented and reported to the VDDHH Contract Administrator on a monthly basis.
 - 5) Sufficient Administrative Support - The Contractor will maintain sufficient administrative staff to support operations staff.
 - 6) Recruitment of Persons with Disabilities - The Contractor is to actively recruit persons with disabilities, including individuals who are deaf, hard-of-hearing, speech disabled, deafBlind, or blind. Preference will be given to employing individuals with American Sign Language (ASL) fluency, Relay Service experience, and experience working within the deaf, hard of hearing and/or speech disabled community.
 - 7) ASL Translation/Interpretation Staff - Translation/interpretation is the default procedure for all ASL calls inbound or outbound using the VaRelay. The Contractor will provide, at a minimum, one person fluent in ASL interpretation translation on duty at all times (24/365) in the operator area of the VaRelay Center to assist operators who are not qualified to perform as an ASL translator/interpreter.

- 8) **Disability Awareness** - The Contractor will ensure that all VARElay Center personnel, including management, receive training about Deaf Culture, acquired deafness, speech disabilities, ethics, and confidentiality. Training is based on the Contractors Disability Awareness Program, which was developed by a former deaf member of their relay team who is also a Gallaudet Alumni. The training program is conducted jointly by people with extensive relay experience and deaf members of Contractor staff who are actively involved within the deaf, hard-of-hearing and speech disabled communities. In addition the Contractor provides annual cross cultural training, updated in 2003, which was developed collaboratively by the VARElay Center Manager and the AT&T Relay Training Staff. The Contractor has dedicated areas for diversity and deaf culture related materials (newspapers, deaf-related websites, deaf organizations and associations, etc.) which provide additional learning and growth for the personnel at the VaRelay Center. The Contractor also maintains a Customer Connection Team that enables every Relay Operator to participate in at least one (1) deaf or hard-of-hearing community event per year.
- 9) **Staff Training Plan** - The Contractor will have a staff training plan indicating training topics and time frames, identify individuals or organizations representing the above mentioned items listed in #8 above, assisting with the training. An updated copy of the plan is to be provided to the VDDHH Contract Administrator by March 1, 2004.
- 10) **Staffing Patterns** - The Contractor will supply all staff and will include staffing patterns by classification of employee, for the following monthly completed call volumes:

Calls/ Month	Relay Operators Required	ASL Trainer	Hotline Super	Managers Required		
				Center/ Account	Resource/ Super	Account
100,000	105	1	1	1	3	1
115,000	120	1	1	1	3	1
125,000	130	1	1	1	4	1
150,000	155	1	1	1	4	1

An average session call length of 6.0 minutes is assumed.

ATTACHMENT F
To
Contract VA-040201-AT&T

Service Demand and Capacity

1) **Change in Service Demand**

To address changing demands for service for all call volumes and the average lengths of calls, to include, but not be limited to, traffic analysis, trunking capacity, number of operator workstations, staffing, facilities, measurements and data in addition to historical data to be utilized, and equipment, the Contractor will:

Review traffic volumes on a daily bases (on each quarter hour), as well as forecast potential volumes month by month. This daily review includes, but is not limited to, the amount of available relay operator workstations. In designing and building a relay center, the Contractor includes certain parameters as part of the basic design i.e. the current workforce headcount, network capacity, modem availability and PBX utilization. If any of these items become 90% utilized the Contractor will take immediate steps to increase capacity limits into the 15 to 20 percent range. This plan may include:

- Testing and hiring additional staff
- Placing orders for additional network capacity
- Installation of additional positions for call handling
- Placing more modems in the platform
- Building more capacity in the PBX carriers

In addition the Contractor's Operations Management Center (OMC) has extensive experience in projecting relay call volumes and in staffing the centers appropriately to meet the call demand within quality standards and metrics. At the OMC, calling patterns and call volumes are monitored and recorded by time of day, day of week, holiday, time-change, season, school year and other calendar events. The OMC team builds models, using this historic data, which enables them to predict further calling trends with greater accuracy. By successfully modeling calling trends, the OMC is able to match human resources to meet calling demand and consistently deliver answer time results.

To determine lag time required, adjusting for increases or decreases in service demand and having the ability to maintain the service standards specified in this Contract; the Contractor's OMC will monitor actual volumes against projections every quarter hour 24 hours a day, 7 days a week. Based on statistical models, deviations from quarter hour

projections enable OMC to alert VaRelay to accrue or release Relay Operators as needed.

- 2) Meeting Service Demand - The VaRelay Center will be capable of meeting any and all levels of monthly service demand specified in Attachment E., Section 10 of this Contract.
- 3) Adaptation to Technological Advancements – The Contractor’s relay system will be flexible enough to allow easy adaptation to technological advancements on a functionally equivalent basis as delineated below:

The Contractor has their own “in-house” relay development team affiliated with AT&T Labs. This team will continue to provide VaRelay with leading-edge technology. They will continue to remain abreast of current issues and developments through ongoing dialogue with the FCC, active participation in industry panel discussions and other events, and ongoing research into new technical applications that benefit relay.

In addition, since the relay platform is entirely proprietary – built from the ground up by their development team, they are able to design new functions and capabilities into the system to meet new needs as they arise.

ATTACHMENT G
To
Contract VA-040201-AT&T

**Billing Standards / Access- Long Distance,
Toll Calls & Flat Rate Calling Plans**

- 1) Ask for Carrier of Choice - Standard procedures will require the Relay Operators to actively ask callers for the carrier s/he wishes to use on every toll or long distance call if the caller has not automatically provided this information. Relay Operators will provide a list of participating carriers if needed or upon request.
- 2) Carrier of Choice Not Available - If the inbound caller's Carrier of Choice is unavailable via the VaRelay, the Relay Operator will provide a list of available carriers for the customer. If the caller accepts having his/her call placed by the Contractor, the call will be billed to the caller at the provider's lowest subscriber rate. Casual user charge or other additional charges will not apply.
- 3) Carrier of Choice Is Available - The Contractor's Carrier of Choice (COC) feature will automatically route COC requests via the customer's requested carrier's network so that the call can be billed appropriately by that carrier. Customers will be able to request paid billing or operator assisted call handling (calling card or phone debit cards) for their COC requests and the call will be processed accordingly.
- 4) Multiple Calls Using Calling Cards and Phone Debit Cards - The Contractor will allow multiple outbound calls to be placed using a calling card or phone debit card without having to supply the operator with the toll-free number and PIN or access code for all subsequent outbound calls associated with the same inbound call and as long as the customer remains on the line.
- 5) Interstate and International Cost Reimbursement - The Contractor will provide interstate and outbound international service through the VaRelay, recovering their cost through the reimbursement mechanism established and maintained by the FCC designated interstate fund administrator.
- 6) Inbound International Calls - The Contractor will provide international access to calls into VaRelay when the inbound caller is outside the United States. Restrictions may be imposed by the Contractor for countries considered politically unfriendly or at war with the United States. International inbound calls to a Virginia number will be provided through a standard ten digit number. The caller abroad will incur any charges assessed by the telephone company in that country. The Contractor will

process and complete any international relay call terminating in Virginia at no charge to the international caller.

- 7) Inbound Domestic Calls - The Contractor will, at no cost to the person placing the call, provide toll free inbound service to the VaRelay Center from within the United States.
- 8) Land-line Flat Rate Calling Plans - The Contractor will ensure that a customer having an expanded flat rate calling plan is able to place calls through the VaRelay to points within the expanded local calling area without incurring any charge for the call. The databases used by the Contractor to determine whether a call is local or local-toll are updated on a weekly basis. Subscribers to optional EAS plans offered by some LEC's are handled manually. In the event of a customer issue regarding incorrect billing for a traditionally "free" local call, the complaint is forwarded to the TRS Database Team, where the fix is made. Once this is accomplished, the customer will not be billed for those calls.
- 9) Cellular Flat Rate Calling Plans - The Contractor will ensure that flat rate plans purchased by cellular users accessing VaRelay when they are identified by the call codes of 60, 61, 62, or self-identified by users stating that they are on a cell phone, will not be billed additional charges for local calls.
- 10) Wireless Flat Rate Plans - The Contractor will ensure that flat rate plans purchased by wireless users enable them to access Virginia Relay without incurring any additional charge. This will include, but not be limited to, access to Virginia Relay via text pager, Personal Digital Assistant (PDA), or other wireless devices able to initiate and receive text messaging.

VaRelay users will be able to access the service via most text pagers, Personal Data Assistants and other wireless devices as long as the user's provider allows it and the customer's equipment is compatible.

- 11) Sent-Paid Calls – The Contractor will provide the following method of billing charges for collect calls, person-to-person calls, or calls charged to a third party.

Callers of the VaRelay service will be able to place non-coin sent paid calls and person-to-person calls and will be able to utilize alternative billing arrangements that include, but are not limited to:

- Collect
- Bill to third number
- Calling card
- Commercial credit card

- Prepaid calling cards
- Auto-collect

The Contractor will accept any non-proprietary Virginia LEC calling card for billing of relay calls. Other IXC's calling cards can also be easily accepted through its Carrier of Choice platform or by completing the call through its carrier's toll free number provided by the customer. Only completed calls will be billed and timing of these calls will be for only actual conversation time or connect time between the call originator and the call receiver.

The Contractor is committed to accuracy in call recording and billing. Relay calls are billed with the same functional equivalence as non-relay calls. This means that relay users are billed from the moment the relay caller is connected to the called number until either party hangs up. The billing and collection functions and payment for all billing and collection charges of relay calls is handled in the same manner as non-relay calls completed in house on the AT&T network.

The Contractor's relay platform automatically captures all call information pertaining to the billing of relay calls and creates a Virtual Call billing record. Additionally, the equipment automatically determines whether a call is local, toll, intraLATA, interLATA or interstate. The Contractor will create for each relay assisted call an Exchange Message Interface (EMI) record as described in Bellcore Publication SRISD 000320. The EMI record is then transmitted to the appropriate billing contractor or LEC via existing electronic transmission procedures so that the caller can be billed in accordance with their existing calling plans.]

- 12) System Billing Process - The Contractor will ensure that call detail record generation will be automated and available for audit and real time monitoring.
- 13) Billing Account Codes - The call billing system must work from account codes equal to the size of the originating telephone number and the terminating telephone number to compute the actual cost. The system will generate all required billing data on an appropriate media to provide for printing the appropriate rate on the caller's regular telephone bill, so designated as a Relay Center call, and requiring the caller to pay said amount with his/her regular telephone bill payment. The call billing system must be automated. Hand written tickets or call records are not acceptable.

The Contractor will provide the following information that is captured on the EMI record to the LEC:

- a) Telephone number or calling card to be billed (NPA-NXX-LINE)
- b) Originating Telephone Number (NPA-NXX-LINE)
- c) Terminating Telephone Number (NPA-NXX-LINE)
- d) Date
- e) Start Time (the time when the call is answered by the called party)
- f) End Time (the time when either the called party or the calling party hangs up)
- g) Length of call to the nearest full second (the amount of time in between start time and end time)
- h) The phrase "VIA Relay" will be populated in the "TO" place on the billing record.

Note: The elapsed time between point "E" and point "F" is what constitutes a billable relay call for the user.

- 14) Caller-provided Information - The Contractor may require that a caller provide NPA/NXX type information in the rare case that Automated Number Identification (ANI) is unavailable at the customer's calling location, which would distinguish local calls from toll calls and allow for faster call set-up. Otherwise, NPA/NXX identification is done automatically once the system has captured the calling and called numbers.
- 15) Invoicing/Billing Record - The billing account record shall contain, at a minimum, the following information:
 - a. Telephone number or credit/calling card number to be billed (NPA-prefix-line number)
 - b. Originating telephone number (NPA-prefix-line number)
 - c. Terminating telephone number (NPA-prefix-line number)
 - d. Date
 - e. Start time (the actual time the calling party is initially connected to the called party or to an answering machine at the called party's number, or intercept message for the called number)
 - f. End time (the time when either the called party or the calling party hangs up; whichever occurs first)
 - g. The Contractor may bill in six (6) second increments when measuring call length.

ATTACHMENT H
To
Contract VA-040201-AT&T

Service Standards

The Relay Service will meet or exceed the following service standards:

- 1) Operate the VaRelay Center 24 hours per day, 7 days per week, and 365 days a year.
- 2) On a daily basis, notify The VDDHH Contract Administrator within one (1) hour if less than 100% of the required calls are handled in the VaRelay Center.
- 3) No restrictions on the length or number of calls placed by customers.
- 4) The average daily blockage rate for all calls into the VaRelay Center will be no greater than P.01. Blockage rate will be measured by sampling the number of calls being blocked for each 24-hour period. If a call rings or is in queue/hold in excess of 90 seconds, it is to be considered a blocked call.
- 5) Average Speed of Answer (ASA) Requirements:
 - a. The Contractor will meet an average daily answer time of eighty-five percent (85%) of all incoming calls within ten (10) seconds over each 24-hour period beginning at 12:00 AM current Eastern Time zone for all VARElay Services except IP Relay. ASA is measured by an average of actual answer times calculated as the sum of all individual call answer times divided by the number of inbound calls, not by periodic sampling, nor by an average of averages.
 - b. Measurement of ASA will begin when the provider's switch (ACD -- Automatic Call Distribution) accepts the call from the local exchange carrier (LEC) and the public switched network delivers the call to the VaRelay Center. The VaRelay Center will accept all calls immediately when offered by the LEC (without delay) or return a busy signal. Measurement of speed of answer will continue until the accepted call is either abandoned or answered by a live operator ready to relay the call. This will not include a live operator or other individual answering the call to determine call mode or for any other reason except the immediate initiation of the actual outbound call out-dial and relaying of the call.
- 6) Any call not answered within 90 seconds will be considered a blocked call and reported accordingly.
- 7) Calls Allowed in ASA Calculation - If for any reason, VaRelay calls are transferred to another Center, only the calls placed and handled by VARElay may be used in the ASA calculation, not the daily Average Speed of Answer for the remote location handling the transferred calls.
- 8) Call Transmission - The Relay Service will relay conversations between the user with a hearing or speech disability and a standard phone, or any specialty calls as described in this Contract.

- 9) ASL Translation/Interpretation - ASL Translation/Interpretation is the default for ASL inbound or outbound users unless otherwise specifically directed by the Relay user.
 - a. Requesting Translator/Interpreter - Either the inbound or outbound caller may request an ASL translation/interpretation.
 - b. Availability of a Relay Operator with Translator/Interpreter Ability - The Contractor will ensure that sufficient Relay Operator's with the ability to facilitate transliterating/interpreting are available at all times to assist with such calls in an expeditious and efficient manner from anywhere in the VaRelay Center.
 - c. Keeping the Parties Informed - Both the inbound and outbound caller will be kept informed that the translator/interpreter Relay Operator has been summoned, have the right to refuse the translation/interpretation at any time, and be informed of any delays in obtaining a translator/interpreter.
 - d. Refusal of Translator/Interpreter - If either party refuses the translator/interpreter, the Relay Operator will convey that information and any ensuing conversation between the two parties regarding the translation/interpretation.
 - e. Reporting Lack of Translator/Interpreter Availability - All delays in obtaining a Relay Operator with the ability to translate/interpret in excess of 120 seconds from time of request will be reported to the VDDHH Contract Administrator within 24 hours along with an explanation of the measures being taken to remedy the situation.

ATTACHMENT I
To
Contract VA-040201-AT&T

Complaint Resolution and Maximum Customer Satisfaction

- 1) **24 hour/day On-site Complaint Resolution Process**
The Contractor will include the procedure for handling complaints, inquiries, and comments regarding the Relay Service and VaRelay Center personnel in printed outreach material. The complaint, comment, and inquiry procedures should include, but not be limited to the following:
 - a. **Complaint Forwarded to the Department** - Complaints are to include customer contact information if given, operator number, nature of complaint, resolution or immediate steps taken toward a resolution. All complaints and relevant information concerning the complaint are to be forwarded to the account manager, a copy kept on file at the VaRelay Center, and an electronic copy forwarded to the VDDHH Contract Administrator within 24 hours.
 - b. **Complaints Not Immediately Resolved** - Complaints not resolved within 24 hours will have all follow up information included and forwarded to the VDDHH Contract Administrator as follow up steps occur.
 - c. **Customer Contact Information** - Customers will be asked if they would like to leave contact information in order that a complaint may be followed up in writing.
 - d. **Customer Follow Up** - Customer complaints will be followed up with a letter to the customer that will clearly indicate the problem reported and steps taken toward resolution, with a copy to the VDDHH Contract Administrator.
 - e. **The Department reserves the right to intervene or advocate on behalf of the customer at any time during the resolution process.**
- 2) **Two (2) Minutes to Reach a Supervisor** - The Contractor will ensure that any user of VARElay will be able to reach a supervisor or administrator within a maximum time limit of 2 minutes while still on line during a Relay call.
- 3) **Supervisor Not Available** - The Contractor will have a Supervisor available at the VaRelay Center Customer Care Desk 24 hours a day, 365 days a year. In addition, both a designated Manager and a back-up Manager are placed "on call" at all times.

If a supervisor cannot be obtained within 2 minutes, Monday through Friday, from 9 a.m. to 5 p.m. ET, notification will be given to the VDDHH

Contract Administrator within 24 hours of the "Supervisor Not Available" incident.

- 4) Supervisor Not Available After Standard Business Hours - As stated in 3) above, Supervisors are available at the VaRelay Center Desk 24 hours a day, 365 days a year. In the event that a Supervisor is not available, Relay Operators will offer to take a message or transfer the caller to the Customer Care Center. The Contractor's Norton customer service representative will contact the VDDHH Contract Administrator by email or fax, or call the Administrator the next business day as notification of the lack of supervisor availability.
- 5) Daily Problem Log - An Automated Problem Resolution Log will be maintained. The Contractor will submit electronic files of complaint and resolution information in a daily basis in a format agreed to by the VDDHH Contract Administrator.
- 6) Monthly Complaint Reports - Monthly reports concerning complaints are to be submitted to the VDDHH Contract Administrator.
- 7) Annual Complaint Log Summary - A TRS Annual Log Summary of Consumer Complaints will be prepared for the Department. This log will include the reporting period of June 1 of the previous year to May 31 of the current year. The Log must be received in electronic format by the VDDHH Contract Administrator no later than June 15 of the current year.
- 8) Complaints in Violation of the FCC TRS Order - Complaints related to issues of any violation of the FCC TRS Order are to be clearly marked as such.
- 9) Customer Information and Referral Calls - The Contractor will have all information and referral calls received by Relay Operators referred to the Information and Referral Services number (800-552-7917), which is posted at all Relay operators stations, staffed by the Department.
- 10) Contractor's Customer Service - The Contractor will maintain separate 24-hour toll-free customer service numbers for the convenience of all callers wishing to contact a customer care representative during normal business hours. These numbers will be available no later than March 1, 2004.
- 11) Information/Referral Materials and Specialized Programs - The Contractor will, with the guidance of the VDDHH Contract Administrator, provide an information and referral service for the education of the public promoting the use of VARElay. The Contractor will maintain a continuing information and promotional outreach program. Programs will include, but not be limited to; meetings with consumer organizations, business

organizations, professional and trade organizations, etc. This outreach program will be a non-recoverable cost unrelated to the outreach and advertising budget as described in Attachment B., Item 16). All materials are to be understandable by a majority of the communities of persons with disabilities. All printed materials will be accessible to all consumer groups.

ATTACHMENT J
To
Contract VA-040201-AT&T

Quality Assurance

- 1) Relay Service Quality Assurance Testing and Evaluation - The quality of Relay service will be continuously evaluated by the Contractor. In addition, an independent evaluator selected and compensated by the Department to identify quality issues will perform periodic formal evaluations of actual Relay test calls. The results of these surveys will be used to evaluate the Contractor's performance and will be shared with the VaRelay Center Manager to promote general or individualized remedial training programs, as necessary.
- 2) Contractor's Quality Assurance Plan - The Contractors plan for conducting internal quality assessment of relay services has been in place since 1991. The Contract conducts six (6) test call studies per year, placing 285 calls each time, measuring compliance to relay procedures and service quality during each study. Test calls are conducted by an internal quality measurement group within their Relay Services Team. Calls are placed throughout the month at various times per day. Scripts are varied, and reflective of typical relay calls.

Once the results are provided, managers on the Performance Measurement Staff analyze results for common performance issues and areas of improvement. The entire management staff will meet to review the results, develop action plans and implement the plans.

The entire Relay Services team is held accountable for the centers' performance so improvements become the focus of every manager's work.

Each Relay Operator has center metrics incorporated into their individual annual performance appraisal. Accountability for quality service and customer satisfaction is held at every employee level from the Relay Operators to the resource managers, to the center directors and to the District Manager.

- 3) Annual Customer Survey - The Contractor will conduct an annual customer survey to obtain feedback from users. The VDDHH Contract Administrator will approve surveys and have complete access to all results in summary and detail format.

ATTACHMENT K
To
Contract VA-040201-AT&T

Customer Confidentiality

- 1) Written Confidentiality Policy – The Contractor has confidentiality policies in place at the time of contract award. A copy of the confidentiality policy will be provided to users upon request.
- 2) Violation of Confidentiality - The VDDHH Contract Administrator will approve this policy. An operator or supervisor who, after investigation, is found to have violated the confidentiality policy, will be reprimanded, suspended, or terminated. Automatic termination for a second occurrence should be imposed. All violations are to be reported to the VDDHH Contract Administrator monthly.

In the event a violation of confidentiality allegation is received the following policy will be used for investigation:

- The VaRelay Center Manager will investigate the allegation, including interviewing the customer(s) or individual(s) making the complaint with their permission
 - The VaRelay Center Manager will then interview the employee(s) involved in the incident.
 - The VaRelay Center Manager will utilize corporate resources of other departments, such as Corporate Security, Corporate Legal Advisors, Corporate Labor and Employee Advisors and Corporate Human Resource Advisors as needed and required.
 - Based upon the circumstances, the VaRelay Center Manager will apply
- 3) Collection of Confidential Information - The Contractor will be restricted to collecting only that personal information necessary to provide and bill for the Relay service being rendered. This information will not be used for any other purposes.
 - 4) Confidential Emergency Information - If a user is in an emergency or life-threatening situation or causes an emergency situation to exist by threatening the operator or VaRelay Center, names and specific information may be disclosed by the operator to a supervisor to expeditiously address the situation.

ATTACHMENT L
To
Contract VA-040201-AT&T

Operator Standards

- 1) Operator Recruitment - The Contractor will have in place their employee recruitment and selection procedures, demonstrating that persons selected and employed as operators meet all proficiency requirements as specified in this Contract. Operators will be able to expeditiously and accurately type a TTY Relay message. This will include, but not to be limited to:
 - a. English Grammar - Basic skills in English grammar are required to be continually assessed by grammar tests measuring both auditory and visual typing. Competent English grammar and spelling skills: Before any person can be employed as a Relay Operator, s/he must be able to successfully pass a basic skills test that includes grammar and spelling components. This hiring test assesses job applicants' grammar and spelling skills using 12th grade/High School graduate level as the passing competency standard. Proficiency must be demonstrated in Spanish at the same level of skill and competency for Spanish language operators.

Subsequent to employment, all Contractor Relay Operators follow ongoing development plans that include assessment for both audio and visual typing. In addition, there are options for grammatical testing available from the AT&T Human Resources Department.
 - b. Understandable Voice - Relay Operators will be hired only if they demonstrate a clear speaking voice with good enunciation. This is assessed during the hiring process. During both initial and subsequent training sessions sensitivity issues are covered to ensure an understanding of the importance of using a clear, concise and understandable voice. Supervisors will continually monitor voice quality during monthly call observations with each Relay Operator.
 - c. Typing Speed and Accuracy - The Contractor will require of operator trainees, during probation period, to possess a minimum typing speed of sixty words per minute at entry level, with a maximum error rate of no greater than five percent (5%) for both entry level and after probation.

Only applicants that demonstrate a minimum of 60 words per minute with a maximum error rate of no greater than 5% and fulfill all FCC requirements for relay typing, will be considered for employment by the Contractor. Additional practice and assessment is conducted

throughout the initial training process and thereafter to ensure typing skills are maintained and improved.

The Contractors Relay operators' typing speed and accuracy is assessed annually with the administration of a Typing Diagnostic.

- d. Word Per Minute (WPM) Calculation - The formula to calculate words per minute will be five (5) keystrokes (four alphanumeric characters plus one space) per "word" requiring three hundred (300) keystrokes per minute to achieve sixty words per minute. (Macros that are executed by one function key shall count as one keystroke regardless of the number of alphanumeric characters "attached" to that macro. Similarly, a macro executed with two key strokes will count for two keystrokes regardless of the number of alphanumeric characters "attached" to that macro.)
- e. Spelling Skill Level – The Contractor screens the applicant's spelling skills including knowledge of spelling rules and principles. The applicants must demonstrate the ability to quickly, easily and accurately spell words at a minimum of 12th grade graduate level. In addition, supervisors monitor the spelling skills of all Relay Operators during individual monthly observations in order to ensure a consistent level of accuracy.
- f. Translation/Interpretation - (ASL) American Sign Language and Translator/Interpreter Guidelines
The operator/supervisor will have the ability to recognize the necessity of utilizing an ASL translator/interpreter. ASL is a visual language and does not have a written form nor is the visual language to be voiced in the word order used when voicing. When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL gloss. ASL gloss should never be voiced in that form. Only a person fluent in both languages is to attempt to voice ASL gloss into spoken English or to type spoken English back to an ASL user in an English structure matching the register of the ASL gloss.
 - i. Department Approval of CA Screening - The translator/interpreter screening will be developed in coordination with interpreting professionals as approved by the VDDHH Contract Administrator.
 - ii. Changes to Test - The translator/interpreter screening along with any changes/modifications, will be approved by the VDDHH Contract Administrator.

- iii. Operators Not Screened as Translators/Interpreters - In the event an operator is not successfully screened to interpret/ translate ASL to English and vice versa, the Contractor will ensure that a person fluent in interpretation/ translation is on duty 24/365 in the operator area of the VaRelay Center to assist operators with ASL translation/interpretation.
- iv. Standard Operator Test Areas - The translator/interpreter screening will cover spelling, grammar, typing, dictation, procedures and characteristics of ASL (as they may be reflected in the written language of TTY users to the extent that the operator is aware of the need for the ASL translator/interpreter), Deaf culture, ethics, confidentiality, and professional judgment. All the above components are included in the Contractor's initial training and ongoing performance development of all VaRelay Operators. The Contractor will develop formalized testing that meets the full satisfaction of the VDDHH Contractor Administrator, if requested.
- v. Minimum Translator/Interpreter Screening Requirements - The Contractor will not allow test questions to be available to an operator before screening. Test questions will be changed at least annually.
- vi. Operators Unable to Pass Screening -- If a Relay Operator has difficulty successfully completing the Translator/Interpreter Screening Test; s/he will be provided ongoing training as part of her/his ongoing performance development plan. Until s/he successfully passes ASL testing, s/he will process all ASL calls with support from a qualified translator/interpreter as established by annual testing.
- g. Identification of Students/Trainees - Trainees will be identified to both the voice and TTY customers of a Telecommunications Relay call at the onset of each conversation, mitigating potential for criticism of operator quality.
- h. Operator Monitoring - The Contractor will ensure that the Supervisor has the capability to monitor both the standard phone and TTY leg of a call being processed by any operator. Watching or listening to actual calls is prohibited except for training or monitoring purposes or other purposes specifically authorized by the FCC, the State Corporation Commission (SCC), the Department, or by this Contract. The VDDHH Contract Administrator is to receive monthly reports identifying the issues found during monitoring and the necessary, appropriate, corrective action taken.

The Contractor has in place the following quality assurance processes:

- Monthly side-by-side monitoring with real-time feedback